

Workshops for Washington State Agencies

Washington State Quality Award is a non-profit program dedicated to providing organizations throughout Washington State the opportunity to learn how the Baldrige criteria can be applied to create a high performing organization. The workshops described below were designed to specifically assist Washington State agencies to prepare to apply for WSQA as required by HB1970.

All workshops are conducted in an interactive format with questions, discussions, and short exercises. They will be led by WSQA instructors who have many years of both management and Baldrige experience.

EXECUTIVE OVERVIEW OF WSQA AND BALDRIGE (*½ day workshop*)

Purpose: Provide Washington State Agency executives and leadership:

- An understanding of the requirements of HB1970
- An overview of the Baldrige Criteria
- A typical process and steps to apply

Targeted Audience:

Senior agency managers and agency leadership teams

Desired Outcome:

Our goal is for all workshop participants to gain a greater understanding of Baldrige core values, concepts, criteria and framework. They will also gain a basic understanding of how to use this knowledge to meet the requirements of HB1970.

Costs:

\$2400 for up to 20 participants, plus \$115 for each additional participant. Facilities and equipment are the responsibility of the agency. Travel expenses will be reimbursed by the agency for any travel outside the Olympia area.

INTRODUCTION TO WSQA AND BALDRIGE (*1 day workshop*)

Purpose: Provide Washington State Agency employees with:

- All of the elements described above in the Executive Overview, plus
- A more in depth review of the individual elements of the Criteria.

Targeted Audience:

Any agency employee interested in learning about WSQA or Baldrige criteria

Desired Outcome:

Our goal is for all workshop participants to gain a greater understanding of Baldrige core values, concepts, criteria and framework. They will also gain a basic understanding of how to use this knowledge to meet the requirements of HB1970.

Costs:

\$3200 for up to 20 participants, plus \$150 for each additional participant. Facilities and equipment are the responsibility of the agency. Travel expenses will be reimbursed by the agency for any travel outside the Olympia area.

Contacts for scheduling all workshops:

WSQA at wsqa@wsqa.net or 360-697-2444
or Richard Zimmerman at zimmerman@harbornet.com

Note: Open enrollment classes will be offered in the future.